

Incumbent Telephone Complaints Received in 2005

as of 3/9/2006

Utility Type	Company	Service		Disconnect/ Notice		Billing		Miscellaneous		Total Complaints	Rate per 1000 Customers
		#	%	#	%	#	%	#	%		
COMMUNICATIONS	CHINA TELEPHONE COMPANY	3	33%		0%	4	44%	2	22%	9	2.5
	COBBOSSEECONTEE TELEPHONE COMPANY (TDS)	1	100%		0%		0%		0%	1	1.1
	COMMUNITY SERVICE TELEPHONE COMPANY	3	60%		0%	2	40%		0%	5	0.4
	HAMPDEN TELEPHONE COMPANY (TDS)	1	33%		0%	2	67%		0%	3	0.8
	HARTLAND & ST. ALBANS TELEPHONE COMPANY (TDS)		0%	2	67%	1	33%		0%	3	0.7
	ISLAND TELEPHONE CO. (TDS)		0%		0%		0%		0%	0	0.0
	LINCOLNVILLE TELEPHONE COMPANY		0%		0%		0%		0%	0	0.0
	MAINE TELEPHONE COMPANY	7	64%	1	9%	3	27%		0%	11	0.9
	MID MAINE TELECOM	3	60%		0%	2	40%		0%	5	0.8
	NORTHLAND TELEPHONE COMPANY OF MAINE	23	62%	1	3%	11	30%	2	5%	37	1.6
	OXFORD TELEPHONE COMPANY		0%		0%	1	100%		0%	1	0.2
	OXFORD WEST TELEPHONE COMPANY		0%	1	50%	1	50%		0%	2	0.3
	PINE TREE TELEPHONE COMPANY		0%	5	50%	4	40%	1	10%	10	0.0
	SACO RIVER TELEPHONE COMPANY	2	33%	2	33%	2	33%		0%	6	0.0
	SIDNEY TELEPHONE COMPANY	2	67%		0%	1	33%		0%	3	1.9
	SOMERSET TELEPHONE COMPANY (TDS)		0%	2	67%	1	33%		0%	3	0.2
	STANDISH TELEPHONE COMPANY	4	50%		0%	3	38%	1	13%	8	0.9
	TIDEWATER TELECOM, INC.		0%	4	67%	1	17%	1	17%	6	0.5
	UNION RIVER TELEPHONE COMPANY	1	50%	1	50%		0%		0%	2	1.3
	UNITEL, INC.		0%		0%	1	100%		0%	1	0.2
	VERIZON NEW ENGLAND, INC. D/B/A VERIZON MAINE	122	42%	63	22%	97	34%	6	2%	288	0.7
	WARREN TELEPHONE COMPANY (TDS)		0%		0%		0%		0%	0	0.0
	WEST PENOBSCOT TELEPHONE COMPANY (TDS)		0%		0%		0%		0%	0	0.0
Industry Totals	23	172	43%	82	20%	137	34%	13	3%	404	0.8